



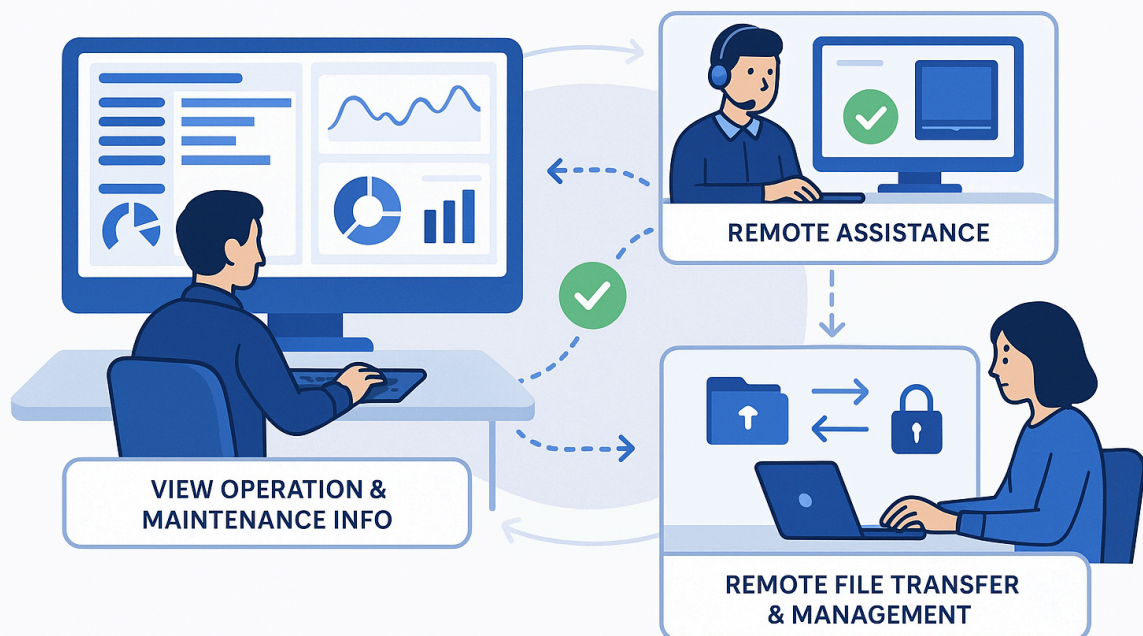
# AnySecura

## Remote Maintenance

Comprehensive remote support and system management solution

Monitor · Assist · Transfer · Analyze · Maintain

### REMOTE MAINTENANCE





# Module Overview

AnySecura Remote Maintenance integrates three core capabilities, providing enterprises with efficient remote support and system management tools to resolve issues quickly and maintain optimal system performance across all endpoints.



## View Operation & Maintenance Info

Real-time monitoring of client operation information including running applications, processes and services. Remote analysis of client status and fault causes with execution capabilities for troubleshooting.



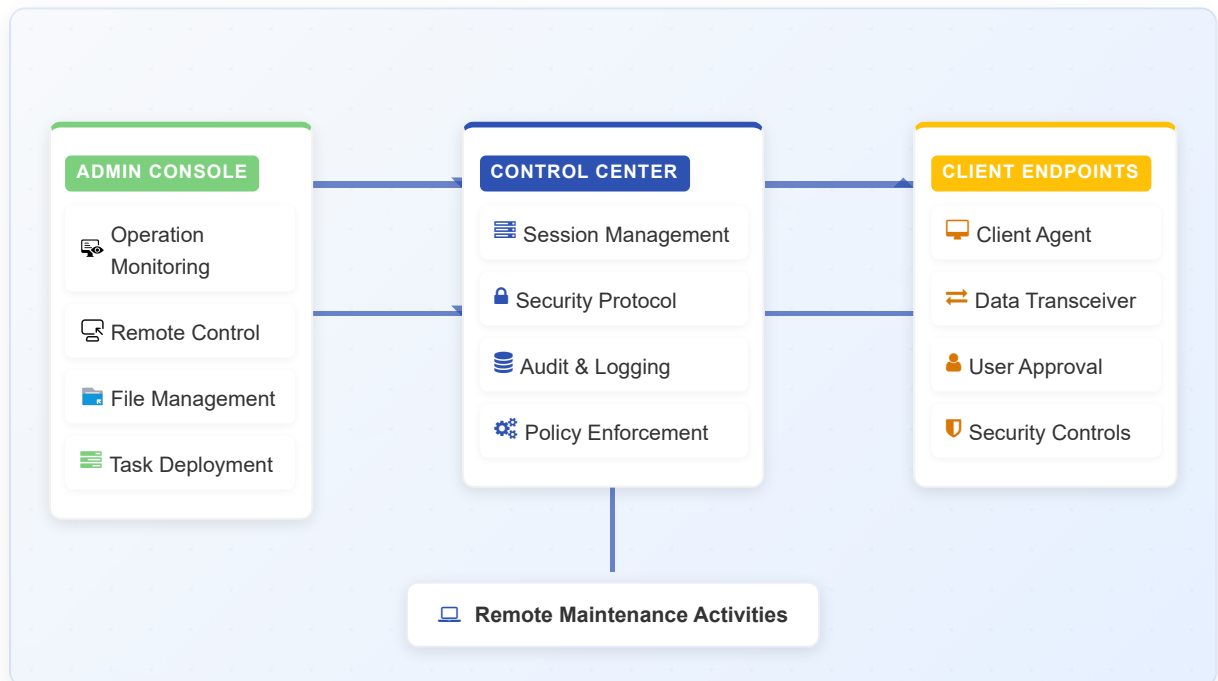
## Remote Assistance

Administrators can request remote desktop connections to terminal computers. After user approval, direct operation of client computers enables efficient remote assistance and operational demonstrations.



## Remote File Transfer & Management

Securely access and transfer files between administrator and client computers, facilitating fault sample collection and software distribution. Supports remote uninstallation of non-compliant software to maintain system integrity.

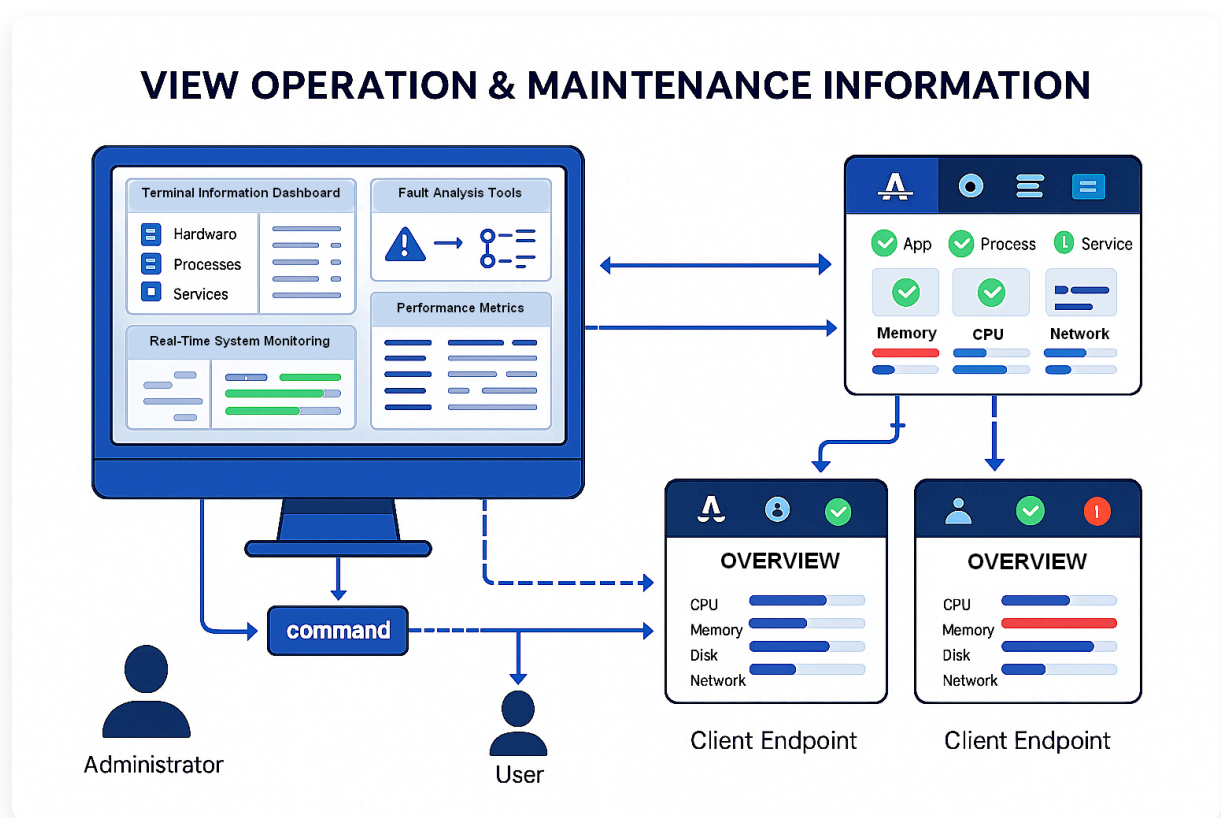




## View Operation & Maintenance Info

Comprehensive visibility into client system status and operations for proactive monitoring, troubleshooting, and performance optimization.

- ✓ **Real-time System Monitoring:** View current applications, processes, and services running on client computers with resource utilization metrics.
- ✓ **Terminal Information Dashboard:** Access detailed hardware specifications, software inventory, and configuration details for all endpoints.
- ✓ **Fault Analysis Tools:** Remote diagnostic capabilities to identify issues, analyze error logs, and determine root causes of problems.
- ✓ **Performance Metrics:** Monitor CPU, memory, disk usage, and network performance to identify bottlenecks and optimize system resources.
- ✓ **Remote Command Execution:** Run diagnostic commands and maintenance scripts to resolve issues without full desktop control.
- ✓ **Alert Configuration:** Set up notifications for specific system events, resource thresholds, or irregular activities requiring attention.



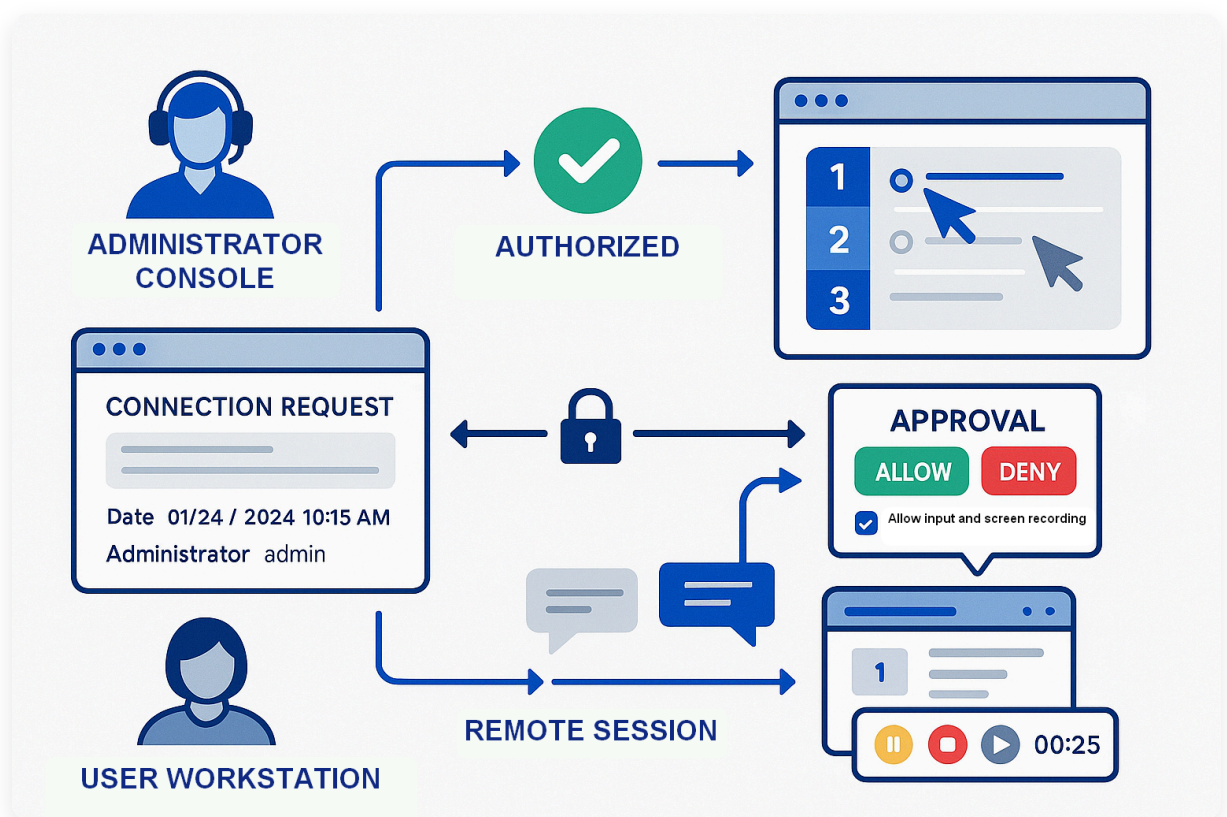




# Remote Assistance

Secure, user-authorized remote desktop access enabling administrators to provide direct support and demonstrate operations efficiently.

- Request-based Access:** Structured process for administrators to request remote connection to user workstations with clear purpose documentation.
- User Authorization:** Explicit approval mechanism ensuring users maintain control over when and how remote access is granted to their computers.
- Interactive Control:** Full desktop interaction capabilities allowing administrators to directly operate client computers and resolve issues efficiently.
- Session Collaboration:** Two-way communication tools including chat and annotation features to enhance troubleshooting and user guidance.
- Operation Demonstration:** Capability to show users proper procedures and functionality through live desktop demonstrations.
- Session Controls:** User-initiated pause and termination options for remote sessions to maintain security and privacy.

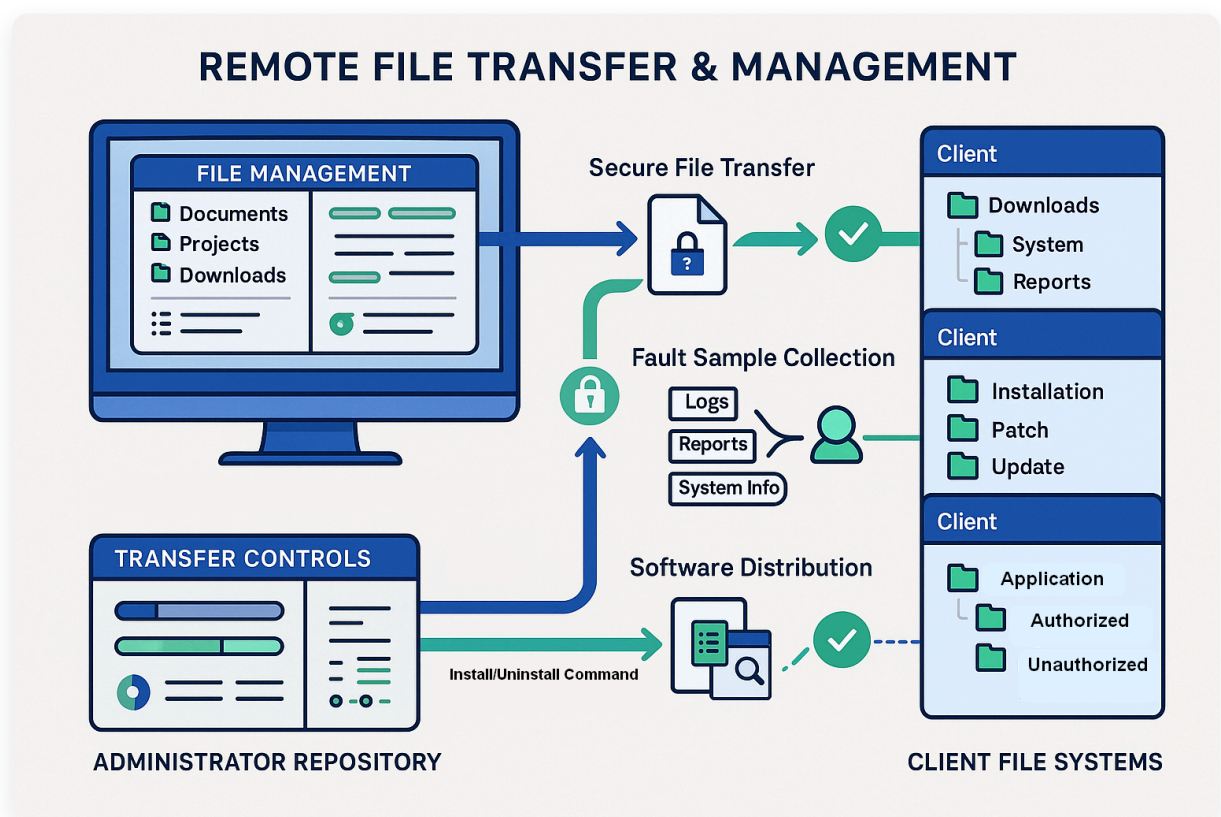




## Remote File Transfer & Management

Secure file exchange and remote software management capabilities to facilitate troubleshooting, resource distribution, and system compliance.

- ⇒ **Secure File Transfer:** Encrypted bidirectional file exchange between administrator and client computers with transfer progress tracking.
- ⇒ **Fault Sample Collection:** Remote retrieval of log files, crash reports, and system information to diagnose complex issues.
- ⇒ **Software Distribution:** Deploy patches, updates, and approved applications to client computers from a central location.
- ⇒ **Remote Uninstallation:** Remove non-compliant, unauthorized, or problematic software from client computers to maintain system integrity.
- ⇒ **Directory Navigation:** Browse client file systems with appropriate permissions to locate, view, and manage necessary files.
- ⇒ **Transfer Controls:** Configurable file size limits, transfer quotas, and approval workflows for sensitive file operations.



# Application Scenarios

## 1. Remote Assistance for Employees' Computers

### The Challenge

A large enterprise with multiple office locations struggles with timely IT support for remote employees. Technical issues require on-site visits or lengthy phone troubleshooting, leading to extended downtime and reduced productivity.

### The Solution with AnySecura

Implementing **Remote Assistance** and **Remote File Transfer**:

1. Enable secure remote desktop connections after employee approval for direct issue resolution
2. Transfer diagnostic tools and patches directly to problematic computers
3. Collect fault samples and log files for detailed analysis
4. Provide real-time demonstrations of solutions and best practices

### Results Achieved

- ✓ 75% reduction in issue resolution time for remote employees
- ✓ Elimination of unnecessary on-site support visits
- ✓ Improved employee satisfaction with faster technical support

## 2. Compliance Enforcement & Software Management

### The Challenge

A financial organization needs to maintain strict software compliance across all endpoints but struggles with identifying and removing unauthorized applications installed by employees on company devices.

### The Solution with AnySecura

Leveraging **View Operation & Maintenance Info** and **Remote File Transfer & Management**:

1. Remotely scan all endpoints to identify non-compliant software installations
2. Initiate remote uninstallation of unauthorized applications
3. Deploy required security patches and approved software versions
4. Generate compliance reports documenting all remediation actions

### Results Achieved

- ✓ 100% compliance with software policies across all endpoints
- ✓ 90% reduction in manual effort for compliance checks
- ✓ Improved security posture with faster removal of vulnerable applications

## Core Values & Benefits



### Enhanced Efficiency

Resolve technical issues faster with direct remote access, reducing downtime and eliminating the need for on-site support visits.



### Unified Support

Provide consistent technical support across all locations, ensuring employees receive the same level of assistance regardless of physical location.



### Proactive Maintenance

Identify and resolve potential issues before they impact operations through comprehensive remote monitoring capabilities.



### Secure Operations

Maintain security and compliance with user-approved access, encrypted connections, and detailed audit trails of all remote activities.

## Ready to Transform Your Remote Support Capabilities?

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